

Transcript: What happens to the reports

[Report and Support, your voice matters!]

[What happens to the Reports?]

[Text: Elaine. She/Her. Student Welfare Team Manager]

Elaine: We appreciate that sharing information about an incident you have experienced or witnessed may have been very difficult for you and we don't want you to struggle alone. We understand that you might feel worried and confused and have found it difficult to talk or to tell or someone about your experience. My team are here to offer emotional support at any point during the process.

[Drone footage of Whiteknights campus]

We liaise with the other administrators and will provide you with all the information about what the University is able to do to help you.

The HR Advisory Team are also involved in the administration and management of Report and Support and they are here to help to advise on any reports that raise concern about the behaviour of staff.

[Named reports]

Elaine: One of the ways you can report is with your contact details. One of our team members will acknowledge receipt of your named reports within 3 working days, through the preferred contact method you have selected. We will help you to access support and to understand the processes, so the options available are clear and you know what to expect.

Submitting a named report does not automatically trigger an investigation or formal process. This is going to depend on what you've experienced, the information provided and what you want to happen.

If it's decided that a formal investigation into the incident is required, this will be co-ordinated by the Student Appeals, Complaints and Discipline Team, and the process will be explained fully with you.

If you then decide that you do not want to proceed through a formal route, we will respect your decision, and will explain if there is any other action we can take without your involvement. You will have the ability to change your mind at a later stage if you want to. Whether you would like to proceed or not, we will always be honest with you about what we can and can't do in response to the concerns you have raised.

[Anonymous reports]

[Text: Jenna. She/Her. Student Appeals, Complaints & Discipline Manager]

Jenna: The other way you can report is anonymously by not sharing any of your personal contact details.

[Screen recording of online form showing reporting anonymously on the Report and Support website]

This means the University will not know who you are, so will not be able to reach out to you. Even if you have included your personal contact details within the form, we will still respect your wish to report anonymously, and will disregard the identifiable information you have provided.

[Video footage of students sat on benches outside of the University of Reading Library]

Information provided within anonymous reports will provide the University with valuable statistical data about what is happening on and off campus. This will inform proactive preventative work so that we can keep our community safe and ensure that the university is an enjoyable and safe environment to study, work and visit.

For both anonymous and named reports, where there are immediate safeguarding or welfare concerns, we may have to take further action without delay to keep students, staff and visitors safe. Unfortunately, we may not be able to alert you before we act but want to assure you that these instances are not common, and only necessary information will be shared in order for us to fulfil our safeguarding obligations. We really want you to feel able to report and share your experiences, and our teams are here to support and to provide you with transparent information.

[Text: [Report and Support. reportandsupport.reading.ac.uk](https://reportandsupport.reading.ac.uk)]